

## THE CLAIMS

What is claimed is:

1. A method for providing interactive user resources, comprising:
  - 5 providing a wireless local area network (WLAN) including at least two access points that each provide at least a 300 foot radius of coverage located within a campus and at least one resources database;  
providing each user with a unique identifier for use with a wireless device to access the resources database through the WLAN;
  - 10 offering selectable content options on a display screen of the wireless device to users;  
receiving a request for data based on a selected content option transmitted from the wireless device by a user; and  
transmitting data from at least one resources database for display on the wireless device in response to the user request.
- 15 2. The method of claim 1 further comprising providing a communications connection to an external network.
3. The method of claim 2 wherein the external network includes at least one of a wide area  
20 network, an intranet, the internet, a cellular telephone network, or a public switched telephone network.

4. The method of claim 1 wherein the resources database includes at least one of restaurant information, a concierge database, a butler database, account information, local hospitality information, a gaming database, an activities database, a spa database, a messaging database, a meetings or events database, a transportation database, a promotional database, a  
5 communications database, a multimedia database, a personal planner or organizer database, a personnel database, and a map database.
5. The method of claim 1 wherein the campus includes at least one of the grounds of an accommodations provider, structures associated with an accommodations provider, a convention  
10 center, a casino, a spa, a resort, a cruise ship, a train or a plane.
6. The method of claim 5 wherein the structures include at least one of guest rooms, hotel lobbies, restaurants, casinos, concert halls, swimming pools, areas for recreational water activities, sports facilities, shops, spas, or garage areas.  
15
7. The method of claim 1 further comprising providing an automatic locate feature that a user can access to find out his location on the campus.
8. The method of claim 7 wherein the location is provided by triangulation techniques, by  
20 identifying a current access point that is being used to communicate, by prompting the user to identify one of a plurality of selectable points displayed on a screen of the wireless device, by using a beacon signal generator associated with the wireless device, or by estimating the location of the user based on a roaming pattern.

9. The method of claim 1 wherein the wireless device is provided to a user by an accommodations facility and the database resources are made available for a predetermined amount of time.

5

10. The method of claim 1 wherein the wireless device is owned by the user and software is provided and loaded on the wireless device to enable the user to access the resources database for a predetermined amount of time.

10 11. The method of claim 10 further comprising providing software that permits the wireless device to automatically adapt to a new environment.

12. The method of claim 1 wherein the wireless device is at least one of a personal digital assistant, a pocket personal computer, a cellular telephone, a laptop computer, or a handheld  
15 device equipped to support WLAN communications.

13. The method of claim 1 wherein the WLAN is configured to adapt to the needs of a guest accommodations provider.

20 14. The method of claim 13 which further comprises a central resource of database, software, and information for an accommodations provider for the use of guests.

15. The method of claim 13 which further comprises providing a central interface to present a range of resources of guest accommodation providers.

16. The method of claim 1 further comprising providing at least one contention window-based communications device between at least one access point and the resource database to ensure prompt communications with the wireless devices.

17. The method of claim 16 wherein the communications device comprises local computer equipment having at least one of point-to-point or high speed communications connections to the WLAN to avoid latency issues.

18. The method of claim 1 further comprising providing at least one additional WLAN to handle an expected volume of requests from high traffic areas that include at least one of hotel lobbies, casinos, swimming pools, areas for recreational water activities, bars, and restaurants.

19. The method of claim 1 further comprising providing at least one additional WLAN to handle an expected volume of requests from low traffic areas that include at least one of guest rooms, hallways, shops, spas, parking or garage areas, and outdoor walking paths.

20. The method of claim 1 further comprising provisioning the wireless device with pertinent attendee personal information before the device is utilized by a conference attendee, wherein the attendee personal information enables an attendee to interact with at least one of conference

planners and presenters, and enables the attendee to access at least one of professional intranets, portals and other content, or email.

21. The method of claim 1 wherein the unique identifier is at least one of a personal  
5 identification code, a pseudorandom code generated using a seed associated with a particular device, a code based on bio-authenticating techniques, an unseen device number associated with a device assigned to a user, an image of the user obtained through the portable WLAN device, data based on voice recognition, an user hotel room number, a credit card number, a debit card number, or an assigned identification code.

10 22. The method of claim 1 which further comprises providing transaction software to permit the user to transact financial activity through the WLAN.

23. The method of claim 22 which further comprises providing security measures including  
15 authentication software to prevent fraudulent transactions.

24. The method of claim 22 which further comprises providing financial software to enable the user to view his financial statement that includes at least one of a hotel room bill, a credit card, a debit card, or a credit line of the user.

20 25. The method of claim 1 which further comprises providing a software shell for the user that automatically adapts its options, display presentation and configuration based on at least one

of the accommodations provider wherein the wireless device is currently located or an accommodations provider to which the user is traveling.

26. The method of claim 1 which further comprises providing two-way voice  
5 communications over the WLAN to enhance support resources.

27. The method of claim 26 which further comprises utilizing at least one of Voice over IP (VOIP) or video conferencing technology.

10 28. The method of claim 1 which further comprises implementing a platform on the WLAN that is configured to provide at least one of guest services, support transactions with resort staff, support transactions for purchase of branded merchandise, deliver locale-specific content and services, communicate with guests, provide temporary email and web access, deliver promotional material, or implement a temporary professional desktop.

15 29. The method of claim 1 which further comprises configuring the wireless device as a host for an imaging device.

30. The method of claim 1 which further comprises provisioning the wireless device with an  
20 application shell that includes at least one of images or graphics for presentation to the user.

31. The method of claim 30 wherein the application shell loads content from a central applications server.

32. The method of claim 1 which further comprises streaming media from a media server in response to the user request.

✓

5 33. A computer program product stored on a computer readable medium for providing interactive user resources, the computer program comprising instructions operable to cause a computer to:

offer selectable content options on a display screen of a wireless device over a wireless local area network (WLAN);

10 receive and recognize a unique user identifier along with a request for data based on a selected content option transmitted from the wireless device by a user; and

transmit data from at least one resources database for display on the wireless device of the user in response to the user request.

15 34. The computer program product of claim 33, further comprising instructions operable to cause a computer to transmit data that includes at least one of restaurant information, concierge data, butler data, account information, local hospitality information, gaming data, activities data, spa data, messaging data, meetings or events data, transportation data, promotional data, communications data, a personal planner or organizer data, personnel data, and map data.

20

35. The computer program product of claim 33, further comprising instructions operable to cause a computer to provide an automatic locate feature that a user can access to find out his location on a campus.

36. The computer program product of claim 33, further comprising instructions operable to cause a computer to permit a wireless device to automatically adapt to a new environment.

5 37. The computer program product of claim 33, further comprising instructions operable to cause a computer to provide a central interface to present a range of resources of guest accommodation providers to a user on the display of the wireless device.

10 38. The computer program product of claim 33, further comprising instructions operable to cause a computer to provide the wireless device with pertinent attendee personal information before the device is utilized by a conference attendee, wherein the attendee personal information enables an attendee to interact with at least one of conference planners and presenters, and enables the attendee to access at least one of professional intranets, portals and other content, or email.

15 39. The computer program product of claim 33, further comprising instructions operable to cause a computer to permit the user to transact financial activity through the WLAN.

20 40. The computer program product of claim 39, further comprising instructions operable to cause a computer to provide security measures including authentication requirements to prevent fraudulent transactions.



41. The computer program product of claim 39, further comprising instructions operable to cause a computer to enable the user to view his financial statement that includes at least one of a hotel room bill, a credit card, a debit card, or a credit line of the user.

5 42. The computer program product of claim 33, further comprising instructions operable to cause a computer to provide two-way voice communications over the WLAN to enhance support resources.

43. The computer program product of claim 33, further comprising instructions operable to  
10 cause a computer to provision the wireless device with an application shell that includes at least one of images or graphics for presentation to the user.

3

44. A method for providing interactive user resources, comprising:  
providing a user with an authentication code for use with a wireless device;  
15 providing an authentication server that can be accessed by the wireless device and that can authenticate the authentication code; and  
downloading a thin client to the wireless device after the authentication code has been recognized which generates an user interface display that includes a plurality of selectable options representing the user resources.

20

45. The method of claim 44 which further comprises launching the thin client to dynamically receive data or services.

46. The method of claim 44 wherein the data or services offered to the user are controlled by a deployment partner.

47. The method of claim 44 wherein the authentication server can be accessed via the  
5 internet.

48. The method of claim 47 wherein registered users can access the authentication server without an authentication code.

10 49. The method of claim 44 wherein the user interface may be customizable.

50. The method of claim 44 wherein the wireless device is a cellular phone.

51. The method of claim 44 wherein the user resources are controlled by at least one of a  
15 resort company, a convention center, an accommodations provider, a casino, a spa, a cruise ship line, a railroad company, an airline or other organization.

52. A computer program product stored on a computer readable medium for providing interactive user resources, the computer program comprising instructions operable to cause a  
20 computer to:

provide a user with an authentication code for use with a wireless device for permitting access to an authentication server; and

download a thin client to the wireless device after the authentication code has been recognized which generates an user interface display that includes a plurality of selectable options representing the user resources.

5    53.    The computer program product of claim 52, further comprising instructions operable to cause the wireless device to launch the thin client to dynamically receive data or services.

54.    The computer program product of claim 52, further comprising instructions operable to cause the wireless device to access the authentication server via the internet.